



## Anaheim Transportation Network Americans with Disabilities Act (ADA) Complaint Procedure

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Anaheim Transportation Network (ATN) has adopted a complaint procedure providing for prompt and equitable resolution of complaints alleging any actions prohibited by the U.S. Department of Transportation regulations implementing 49 CFR Part 37 Subparts A and G.

All customer complaints are carefully reviewed, and those submitted by customers who experience accessibility or ADA-related problems are additionally reviewed for adherence to ATN policies by a designated Customer Complaint Representative.

### How to File an ADA-related or Accessibility Complaint?

To file an ADA-related service complaint, customers may contact ATN using any of the following methods:

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| → <u>Via Mail to:</u><br>Anaheim Transportation Network<br>c/o Customer Complaint Representative<br>1354 S. Anaheim Blvd.<br>Anaheim, CA 92805 | → <u>Via ATN Website:</u><br><a href="#">Customer Comment Form</a> online           |
| → <u>Via Phone:</u><br>1-888-364-2787  | → <u>Via Email:</u><br><a href="mailto:Info@atnetwork.org">Info@atnetwork.org</a>   |
|  | → <u>Visit ATN Offices in person:</u><br>1354 S. Anaheim Blvd.<br>Anaheim, CA 92805 |

### To properly investigate complaints, the complaint must include the following information:

- Contact information (name, rider ID (if applicable), address, telephone, email, etc.)
- Mobility aid used (if any)
- Date, time, and location of the incident
- Route Details
- Name(s) or ID numbers of agency employee(s) or others
- Description of what transpired
- Other documentation such as photographs (Optional)



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### **Complaint Process**

All submittal methods will result in the designated Customer Complaint Representative receiving the complaint information and entering it into the customer comment data base, which documents every complaint received and all related follow-up activities.

ATN will investigate the complaint and promptly communicate a response to the customer no later than 15 business days of receiving the comment/complaint. If the customer does not receive a response within the 15-day timeframe, he or she can call ATN's Customer Service at 1-888-364-2787 to obtain an update.

Responsible ATN operating divisions or administrative departments investigate all complaints and implement any corrective actions to be taken. Complaints involving ADA or accessibility elements receive an additional review by ATN's Federal Compliance Officer after the division/department investigation has been completed.

Upon completion of the investigation, the administrative department will complete a final report for the ATN Federal Compliance Officer. If a violation is found to exist, remedial steps as appropriate and necessary will be taken immediately. The complainant will also receive a final report including any remedial steps. The investigation process and final report should take no longer than 20 business days.

### **Recordkeeping**

All ADA complaints are kept for one year and a summary of complaints is kept for five years.

### **Reasonable Accommodation**

Translation services will be provided to all complainants, as necessary.